



## Revenue Careers



**Tired of Diminishing Returns? Invest in a Great Career at Revenue!**

### Great Careers!

Explore opportunities with Department of Revenue! Revenue's dynamic team is comprised of dedicated professionals who fairly and efficiently collect revenues and administer programs to fund public services, and advocate sound tax policy. We provide great solutions and service by attracting and retaining the best talent and building a diverse workforce. Our employees are our greatest asset. As a member of Revenue's team, you have an important role in our agency mission.

### Great Talent!

The Department of Revenue employs approximately 1,000 people, including revenue auditors and agents, tax examiners, administrative law judges, property appraisers, foresters, and computer analysts.

### Great Location!

Revenue headquarters is located in Olympia, home to the state capitol. The city, located on Puget Sound's southernmost tip, is rich in history, culture, and natural beauty.

**Position:** Assistant Director, Taxpayer Services (Executive)  
**Division:** Taxpayer Services

**Location:** Tumwater, WA  
**Notice:** EMS 06-0004

**Opens:** May 19, 2006  
**Closes:** June 8, 2006

This position is exempt from the state civil service system (RCW 41.06) and serves at the pleasure of the Department Director.

### Taxpayer Services Division Profile:

Located on the Puget Sound's southernmost tip, Olympia is home to the state capitol. Here you will find a city rich in history, culture and natural beauty. Due to Olympia's location on Puget Sound and its easy access to the Cascade Mountains, Olympic Peninsula and the Pacific Ocean, the outdoor activities are endless. Being only 60 miles south of Seattle, many cultural and sporting events are within easy driving distance.

Under the direction of the Senior Assistant Director - Operations, the Assistant Director of Taxpayer Services directs, controls, and coordinates communications and taxpayer services functions for the Department of Revenue.

### Primary Duties:

Oversee and provide leadership to division management team and staff. The Assistant Director of Taxpayer Services provides media relations, public information, internal and external outreach services, written and oral assistance to taxpayers, and is appointed as the legislatively mandated Taxpayer Advocate. This responsibility includes, but is not limited to the following:

- Develop policies for the implementation of Revised Codes of Washington (RCWs), Washington Administrative Codes (WACs) and agency policies and procedures.
- Develop and approve planning for implementation of new legislation in regards to taxpayer education and outreach and new programs such as the agency's focused taxpayer education effort.
- Administer written assistance program on letters of formal written rulings which are binding on both the agency and the taxpayer.
- Approve personnel action requests, including hiring and promotion of staff.
- Discipline action up to and including dismissal on personnel issues.

Olympia's location provides easy access to the Cascade Mountains, Olympic Peninsula, and the Pacific Ocean.

### Great Benefits!

- Competitive salaries
- Excellent health and retirement benefits
- Generous paid vacation and holidays
- Promotion opportunities
- Cross-training opportunities
- Continuous learning opportunities
- Talented co-workers
- Meaningful and ethical work
- Serving citizens and making a difference

Visit us at [www.dor.wa.gov](http://www.dor.wa.gov)

### How to Apply

E-mail: [jobs@dor.wa.gov](mailto:jobs@dor.wa.gov)

FAX: (360) 664-0658

Mail: Department of Revenue  
Office of Human Resources  
Attention: Recruitment  
P.O. Box 47463  
Olympia, WA 98504-7463

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TO FUND  
WASHINGTON'S  
FUTURE**

- Play key role in representing agency policy to the public and advising executive staff in most effective ways of using public communications to implement those policies.
- Oversee agency web services, including internet and intranet, and site content.
- Approve division budget and expenditures.
- Develop and approve agency short and long term media plans.
- Resolve taxpayer rights advocate inquiries.
- Other duties as assigned.

### Compensation:

\$77,526 - \$93,032 annually (EMS 4), depending on qualifications. Outstanding benefits including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; employee advisory service; deferred compensation plans; educational benefits program; 11 paid holidays; Commute Trip Reduction Incentives; flexible work hours; training; and state retirement plans.

### Qualifications (Knowledge, Skills & Abilities):

This position requires a command of management principles, communication skills (both written and verbal), the Revenue Act of 1935, Washington Administrative Code regulation, policies, determinations, and department opinions. Must be familiar with Civil Service Rules, Collective Bargaining Agreement, Administrative Procedures Act, American Disabilities Act, Affirmative Action, Fair Labor Standards, Equal Employment Opportunity, Family Medical Leave Act, and diversity. Highly skilled in motivating, mentoring, human resource management, organization, training, public speaking, facilitation, news media interactions, decision making, meeting management and negotiation related to taxpayer advocacy or employee issues.

The successful candidate should have at least a Bachelor's degree involving major study in public administration, business administration or closely allied field and five years of management/leadership experience in tax or related field.

### How to Apply:

Submit a letter of interest addressing your experience and qualifications relevant to the position; state application; two page writing sample and a resume listing name of employer, dates of employment, education, and a minimum of three employment references with current telephone numbers: one supervisor, one subordinate (if applicable), and one person outside your immediate work environment. You can find a blank state application form at:

<http://www.dop.wa.gov/NR/rdonlyres/FDDC0C82-A795-4B58-8BB5-F7C9C20779C8/0/StateApplication.doc>

You are encouraged to return a voluntary Applicant Profile Data Sheet. Applicant Profile Data Sheets can be downloaded at <http://hr.dop.wa.gov/forms/ApplicantProfileDataForm.doc> Completion of this form is voluntary. Information gathered will be used for statistical purposes only and will be kept confidential.

**Application materials must be received in the Office of Human Resources by 5:00 PM on the closing date of the recruitment announcement to the following address:**

Submit application materials by one of the following options:

E-mail: [jobs@dor.wa.gov](mailto:jobs@dor.wa.gov)  
*please indicate position title in subject line*

Fax: (360) 664-0658  
*please indicate position title on cover*

Mail: State of Washington Department of Revenue  
Office of Human Resources  
Attention: Recruitment  
P.O. Box 47463  
Olympia, WA 98504-7463

**Special Note:**

Prior to any new appointment into the Department of Revenue, a background check will be conducted. The Washington State Department of Revenue is an equal opportunity employer. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, and disabled and Vietnam era veterans are encouraged to apply. Persons of disability, who need assistance in the application/testing process, or those needing this job announcement in an alternative format, may call the Office of Human Resources at (360) 725-7501, TDD/TTY (360) 664-0580.